



CITY OF CONCORD

Frequently Asked Questions (FAQs) Solid Waste – Trash & Recycling

Revised March 23, 2023

New Contract Questions:

1. Why is the City of Concord entering into a new solid waste contract?

The City of Concord's current solid waste contract will expire on June 30, 2024. Instead of extending the current contract, the City elected to enter into a competitive RFP (request for proposal) process that separated disposal and collection services into two different RFPs to attract more vendors and seek more available options for the City. Services will be awarded based on the combination of proposals that represent the lowest cost and best interest of the City.

2. Why is the City of Concord entering into a new contract so early before the current contract expires?

The City is proactively planning for a new solid waste contract early to allow time for a vendor to secure equipment needed to capitalize their fleet in advance of the contract start date. Due to ongoing supply chain issues, it could take 18 months or more to get equipment. It's prudent to secure a contract now to ensure enough time for services to begin for July 1, 2024.

3. Why can't the City just provide solid waste services in-house instead of using a vendor?

For the City to effectively manage its own solid waste collection, the cost of operations and maintenance would be significantly more than it would cost to hire a vendor. Mostly this is because it would require the City to procure the necessary equipment and redundant supply to ensure reliability. The easier and most cost-effective option is to hire a vendor for these services.

4. What vendors are the City considering for this new contract?

City staff has conditionally awarded Solid Waste Collection and Recycling Services to Casella Waste Management for disposal of its solid waste at the Wheelabrator Concord Company (WIN Waste Innovations) facility located in Concord. This has not yet been confirmed and is only currently a conditional proposal that would need to be approved by City Council.

Casella Waste Management was determined to be the lowest cost collections provider for the City. In addition, they were the only vendor to submit a complete proposal for all requested services: curbside collection of solid waste and recycling, containerized (dumpster) collection of

multi-family, municipal, and school solid waste and recycling; recyclable processing; transportation; Downtown Solid Waste District containerized collection and disposal of solid waste and recycling; spring and fall bagged leaf collection; Christmas tree collection; and transfer station operation and management (conditional on the award of all other contract elements).

WIN Waste Innovations was determined to be the lowest cost disposal provider for the City from the bid proposals received in the fall of 2022. In addition, WIN Waste Innovations is a local waste-to-energy facility that converts waste material into renewable energy to sustainably power neighboring communities. The benefit is that the City would manage disposal locally, but most importantly, the State of New Hampshire's [Waste Management Hierarchy](#) prefers waste-to-energy facilities over landfills because they can recover energy, reduce trash volume, and reduce greenhouse gases produced from landfill decomposition.

5. What can we expect with this new contract in terms of costs?

The City's current 10-year contract with Casella (expiring June 30, 2024) is unmatched to any other solid waste contract in the region, possibly even in the country, as Concord has been privileged with a decade of comparatively low rates and no tonnage fee for recycling, an unprecedented benefit. Coming out of this contract, the City anticipated increased costs. The solid waste industry and market (or the world, for that matter) is not what it was 10 years ago.

As of right now, the City anticipates recycling market adjustments to increase from our current \$0/ton to approximately \$100/ton, disposal cost adjustments presently around \$70/ton will increase to approximately \$100/ton, and collection cost adjustments will increase to factor for fuel and labor cost increases.

It is uncertain at this time how these costs will be funded as it will be up to City Council to appropriate funds.

6. What are the terms of this new contract?

The RFPs the City put out to bid were for 5-year terms, but different contract terms were presented during the negotiation process that could include 7 or 10-year terms, depending on variable factors that include if and when the City would switch from manual to automated trash collection.

7. Will Concord be introducing automated trash collection? What does this mean?

Automated trash collection involves a trash hauler operating a mechanical arm on the side of a collection truck to lift and empty toter carts. Automated collection requires the use of standardized toter carts to be able to collect materials at the curb.

Automated trash collection is becoming the standard service provided by trash haulers. Currently, the City of Concord utilizes manual trash collection, in which trash workers physically grab materials at the curb and place them into the truck. Manual trash collection is being phased out of the industry and will no longer be a service that will be provided by vendors in the future. Switching to automated trash collection seems to be inevitable, it's just a matter of when and how it will be implemented.

Casella provided several proposal options to transition to automated collection:

- An immediate transition on July 1, 2024, as proposed by Casella as an alternate with a five-year term, or
- A sudden transition on July 1, 2029 at the end of a five-year manual collection term as proposed by Casella, or
- An orderly transition by July 1, 2027 after a two-year pilot that starts by July 1, 2025 as proposed by Casella's seven-year term, or
- An orderly transition by July 1, 2028, after a two-year pilot that starts by July 1, 2026 as proposed by Casella's ten-year term.

There are a lot of things to consider with automated collection: management of totter carts, compliance with the City's Pay-As-You-Throw (PAYT) Program, navigating equipment through narrow streets and dense neighborhoods, and residential concerns regarding the weight/size of totters in relation to storage and transporting to the curb. A pilot program would be an ideal way to gradually introduce this change and allow time to transition and adapt to address concerns.

Given these proposed timelines, the General Services Department recommends the last proposed option from Casella. The last option would allow for a gradual transition and the implementation of a pilot program with time to adapt and address concerns with logistics, finances, and function of the program as it rolls out. Also, since it is believed that manual curbside collection will no longer be available to the City past the year 2029, this option delays the transition to automated collection as long as possible while still allowing for an orderly transition. This is a conditional recommendation.

The Solid Waste Advisory Committee will make their own recommendation on March 28, 2023, and will be presented to City Council for public hearing and action on April 10, 2023.

8. Will the City's Pay-As-You-Throw (PAYT) Program dissolve if the City introduces automated trash collection?

If the City implements automated trash collection, residents with curbside trash collection will still be required to participate in the City's PAYT program. The City will perform collection audits and utilize cameras in trash trucks to confirm compliance.

9. What are the next steps in the development of this contract?

City staff presented the most recent status of the new contracts for solid waste disposal and collections to the City's Solid Waste Advisory Committee (SWAC) on March 21, 2023. Watch the meeting video here: <https://www.youtube.com/live/iylVMifLUec>. SWAC will provide an opportunity for public comment and make their own recommendation at their next meeting on March 28, 2023. City Council will have a public hearing and action on April 10, 2023. If approved, the contracts would go into effect for July 1, 2024.

10. How can I share my thoughts about these new proposed contracts and services?

Please contact your City Councilor or send an email to Concord General Services at generalservices@concordnh.gov. All feedback is welcomed and appreciated.

Trash Questions:

11. Why did the City of Concord establish a Pay-As-You-Throw (PAYT) Program?

The City of Concord established its Pay-As-You-Throw (PAYT) Program in July 2009 as a way to offset increasing costs of solid waste collection and disposal. The unit-based pricing system allows residents to be in direct control of how much they pay for their trash collection by having solid waste costs paid through bag sales as opposed to through general fund taxation. This approach brings more awareness to how much household waste is generated and promotes waste reduction. Those that dispose of more trash will pay more, while those that reduce their waste will pay less.

12. What is the value of the Pay-As-You-Throw (PAYT) Program? Why do we still do it?

Residents have incentive to decrease their waste with this program by reducing, reusing, and recycling. The PAYT Program encourages residents to produce less trash and decrease the environmental impact of solid waste. Unit-based pricing systems, such as PAYT, have been proven to reduce trash volumes. Trash tonnage has been reduced by 40% in Concord since the PAYT Program began.

13. Why can't the City just fund solid waste through taxes?

The PAYT Program has successfully reduced the amount of waste generated in the city, which not only is better for the environment, but also the reduced tonnage has helped minimize the costs for solid waste collection and disposal. The PAYT Program allows residents to be more aware of the cost for their solid waste services. Funding costs for these services solely through taxation would come with more waste to manage and increased costs.

14. Do I have to use the PAYT trash bags and participate in the program?

Participation in the City's PAYT Program is only required for residential properties that receive curbside collection. Trash may be disposed of in alternative ways, such as bringing materials to the Concord Transfer Station (fees apply). PAYT bags are not required for multi-family facilities and businesses/organizations that use dumpsters for trash collection.

15. Why are PAYT bags not required for multi-family facilities and businesses/organizations?

Multi-family facilities and businesses/organizations do not participate in curbside collection and use dumpsters for trash collection. Although dumpster users are not required to use PAYT bags, they are still paying for these services through associated fees. The costs of solid waste collection and disposal are billed to these property owners based on volume and frequency of disposal, a similar methodology as the PAYT Program.

16. Why are the costs for PAYT bags set at their current rate?

The pricing of PAYT trash bags reflect the costs of solid waste collection and disposal services.

17. I already pay taxes, why do I have to pay for trash bags?

All of the costs for trash services are not funded by the City's property tax assessment. Trash services are currently funded through unit-based pricing and the PAYT program. However, taxes help to fund costs for recycling collection services, which has no upfront cost to residents.

18. Where can I buy PAYT trash bags?

A list of PAYT trash bag retailers is available at www.concordnh.gov/trash. Some stores do not stock PAYT trash bags on the shelves and require you to ask for bags at the checkout counter.

19. Why do the PAYT trash bags sometimes break?

PAYT trash bags are not designed to be heavy-duty bags. PAYT bags have weight limits and may rip if these limits are exceeded. The 30-gallon bags can hold up to 20 pounds, and the 15-gallon bags can hold up to 10 pounds. The bags are designed with these capacities in mind to prevent over-filling. We encourage residents to contact us at Concord General Services if they have faulty bags so we can use the manufacturing code printed on the bag to track and inspect the quality of the batch.

20. Can the City look into implementing pre-paid tags instead of PAYT trash bags?

The City understands that some residents may prefer to use pre-paid tags or stickers on their own trash bags instead of using PAYT trash bags. This methodology is the same as the current PAYT program, but unfortunately would require more oversight and management to ensure appropriate use. This City is not able to implement this at this time, but will keep it in mind for future consideration.

21. When is my scheduled trash and recycling collection day?

The City is broken down into different routes for trash collection. Collection of trash and recycling occurs on the same day, once each week. View our [Trash Collection Route Map](#) to find your route and day of collection. There is no set time as to when materials will be picked up and it could fluctuate, so please have your trash and recycling out by 7:00 a.m. to not miss collection.

22. How do I dispose of large, bulky items and furniture?

The City of Concord does not provide curbside collection for large, bulky items such as furniture, appliances, or miscellaneous items that are too large for your PAYT trash bag. These items can either be dropped off at the Concord Transfer Station (fees apply) or you can request for special pick-up arrangements from local junk haulers (fees apply).

23. Why was my trash not collected? How do I report it?

Curbside trash collection will not be collected if PAYT trash bags are not used, or if there is an issue with materials placed at the curb. If there is an issue with your trash, it should be stickered by our collection contractor with information indicating why it wasn't collected. Otherwise, sometimes trash is accidentally missed.

Please let us know if your trash was missed by reporting it at www.concordnh.gov/seeclickfix, on the MyConcordNH mobile app, or by calling Concord General Services at 603-228-2737.

24. What holidays postpone trash collection?

Trash gets postponed by one day through the week in the event of an observed trash holiday. Observed holidays with postponed collection include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. There is no trash or recycling collection on these holidays. Trash will be collected on the next day with collection being delayed by one day for the rest of the week. Other holidays are not observed as trash holidays and will not have delayed collection.

View our current trash holiday schedule: <http://bit.ly/trashholidays>.

Sign up for Notify Me on the City's website (www.concordnh.gov/notifyme) or download the MyConcordNH mobile app to receive notifications of trash postponements.

25. Are there any other times trash could be delayed?

Sometimes trash collection may be suspended in the event of a significant snowstorm. In this case, trash will be collected on the next day with collection being delayed by one day for the rest of the week. If this happens, an alert will be issued via the General Gazette Newsletter (www.concordnh.gov/generalgazette), Notify Me (www.concordnh.gov/notifyme), the MyConcordNH mobile app, and on social media. This information will also be displayed on the City's website. Call Concord General Services at 603-228-2737 to inquire.

26. I missed my trash day. What are my options for getting rid of my trash?

If you missed your trash collection, you can either wait for next week's collection or bring materials to the Concord Transfer Station at 77 Old Turnpike Road. The transfer station charges a \$10 minimum, but will not charge for recycling or if trash is already within a PAYT trash bag. See scale attendant for more information.

27. Where does Concord's trash go?

Concord's solid waste is currently transported to the landfill in Bethlehem, New Hampshire.

The City is considering for its solid waste disposal to go to the Wheelabrator Concord Company (WIN Waste Innovations) facility located in Concord at the start of a new contract, effective July 1, 2024. This change has not yet been confirmed and is only currently a conditional proposal that would need to be approved by City Council.

WIN Waste Innovations was determined to be the lowest cost disposal provider for the City from the bid proposals received in the fall of 2022. In addition, WIN Waste Innovations is a local waste-to-energy facility that converts waste material into renewable energy to sustainably power neighboring communities. The benefit is that the City would manage disposal locally, but most importantly, the State of New Hampshire's [Waste Management Hierarchy](https://www.des.nh.gov/waste/solid-waste/waste-reduction-and-diversion) (<https://www.des.nh.gov/waste/solid-waste/waste-reduction-and-diversion>) prefers waste-to-energy facilities over landfills because they can recover energy, reduce trash volume, and reduce greenhouse gases produced from landfill decomposition.

28. Are there capacity issues with solid waste? What does this mean?

All trash has to go somewhere and landfills have finite capacity. Each landfill only allows certain kinds of waste, with a limited handful in New Hampshire willing to accept municipal waste. Concord does not own an operating landfill. Landfills are granted operating permits with a defined life expectancy. The landfill that the City of Concord currently sends trash to has a limited remaining life expectancy. This means it will be important to soon find an alternative location to dispose of trash. It is becoming more and more important to continue to reduce waste.

29. How can I reduce my waste?

Divert materials from your household trash to use less PAYT trash bags and reduce your costs. Produce less trash by reducing, reusing, and recycling.

Reduce:

Your first step to managing your waste should always be to reduce your consumption to decrease the amount of trash generated. If you don't need it, don't buy it or use it. Divert materials from your trash by minimizing consumption and being less wasteful of goods.

Some examples include: bringing your own shopping bags to stores, choosing reusable products, using a refillable water bottle, skipping single-use plastics (straws, utensils, take-out containers), and cooking smaller portions and eating leftovers to minimize food waste.

Consider composting as another way to reduce your waste. Turn your food scraps into fresh compost. It's an easy process that leaves you with an all-natural, nutrient-rich soil that you can use as fertilizer for your lawn or garden.

Reuse:

Your second step is to find new ways to reuse materials before throwing it away. Consider donating or gifting items you no longer use or want, or repurposing them for different functions that you can use.

Recycle:

After an item has lived out its course, then recycling should be the last step to consider to turn something old into something new again. Recycle as much as you can to keep materials out of the waste stream. View our list of acceptable materials: <https://bit.ly/solidwastelist>. If something is not acceptable for curbside recycling, consider another alternative way to recycle it.

Reducing, reusing, and recycling can reduce waste, protect the environment, and save money, energy, and resources. Learn more at www.concordnh.gov/solidwaste.

30. How can I organize a litter clean-up?

The City of Concord offers a Blue Bag Program for volunteers to organize and participate in a litter clean-up of a public space or roadway in Concord. Get involved by submitting a participation release form on our website, picking up free blue bags at our office, collecting litter using the blue bags, and then leaving them roadside for pick-up. Notify us of the bag locations

when collection is complete and we will arrange for them to be collected. It's a great way to volunteer and keep our community clean!

Learn more at www.concordnh.gov/bluebagprogram.

31. What can I do if I can't afford PAYT trash bags?

Please contact the City's Human Services Department at 603-225-8575 if you need assistance.

Recycling Questions:

32. Where can I get a recycling bin?

Recycling bins are available to residents for free at Concord General Services' main office at 311 North State Street. Bins are available in a limited supply on a first-come, first-served basis. Confirm availability by calling the office at 603-228-2737. Residents are advised to please only take one bin. Residents are not required to use City bins for recycling and can use any rigid container or barrel. Please make sure non-City bins are labeled for recycling to ensure proper collection at the curb.

33. How do I prevent my recycling from blowing out of my bin on windy days?

Residents are encouraged to place their trash bags on top of their recycling bin to weigh down materials and reduce wind-blown litter. Residents may also use a rigid container or barrel with a lid if preferred.

34. Why can't the City provide recycling containers/barrels with a lid and wheels?

The City recognizes that some residents may prefer to use a recycling container/barrel with a lid and wheels. The City has considered providing these containers for residents, but it would come with increased costs and is not possible at this time. The City is considering future implementation of automated trash collection, which would then require use of these containers/barrels, or totter carts, for curbside collection. In the meantime, residents can purchase their own container from a local retailer if they wish.

35. Do I need to sort my recycling?

No, the City of Concord conveniently offers single-stream recycling and does not require recycling materials to be sorted at the curb. All acceptable recycling materials may be placed together in the same bin.

36. What are acceptable materials for recycling?

Acceptable recycling items include:

- Cardboard & Boxboard (Boxes, Egg Cartons, Toilet Paper / Paper Towel Rolls)
- Paper (Junk Mail, Newspaper, Office Paper)
- Plastic Bottles, Jugs, & Lids (Kitchen, Laundry, & Bath Containers)
- Aluminum & Steel Cans (Foil, Beverage Cans, Food Cans)
- Glass Bottles & Jars (Food & Beverage Bottles/Jars)

All materials must be empty, clean, dry, and free of any residual food or commercial byproduct. Cardboard should be flattened and broken down into 2' pieces (maximum).

Only acceptable recycling materials will be collected. Recycling materials should be placed loosely in a rigid bin or container and not be placed in plastic bags.

Find a list of acceptable materials at <https://bit.ly/solidwastelist> and more information at www.concordnh.gov/recycling.

37. What are unacceptable materials for recycling?

Unacceptable items for recycling include:

- Plastic Bags & Bagged Recyclables
- Styrofoam
- Bubble Wrap
- Clothing / Textiles
- Batteries
- Light Bulbs
- Electronics
- Ceramics or Baking Glass
- Wood
- Tires
- Yard Waste
- Disposables (Paper Towels, Napkins, Plastic Plates & Silverware, etc.)

All materials must be empty, clean, dry, and free of any residual food or commercial byproduct. Cardboard should be flattened and broken down into 2' pieces (maximum).

Unacceptable materials will not be collected. Proactively check your recyclables to remove non-recyclable items to avoid contaminating loads. Do not use plastic bags to hold recyclables.

Find a list of acceptable materials at <https://bit.ly/solidwastelist> and more information at www.concordnh.gov/recycling.

38. Why was my recycling dumped in the same truck as my trash?

Most of the time, the City's trash vendor operates split-body trucks for curbside trash collection and collects both trash and recycling in the same truck. Materials are dumped into the same opening on the truck but are separated by different compartments for trash and recycling. These trucks provide more efficient collection and allow materials to be collected using one vehicle in the same trip, instead of two.

Sometimes recyclables may be disposed in the trash if unacceptable materials are in your recycling bin. Dirty or unacceptable items can contaminate an entire load of recyclables. Make sure your recycling bin is free of unacceptable materials to ensure proper collection. Find a list of

acceptable recycling materials at <https://bit.ly/solidwastelist> and learn more about recycling contamination at www.concordnh.gov/recycling.

39. Are recyclables really being recycled?

Yes, it's important to keep recycling and to be mindful of what items you're placing in your recycling bin. The recycling market has shifted in recent years and has become stricter with tolerating contamination. Dirty and unacceptable materials mixed in with recycling can contaminate an entire load of recyclables. Contaminated loads are unable to be processed for recycling, so it's important to maintain the purity of recyclables – starting with what is placed in your bin and at the curb. When in doubt, leave it out.

Recycle right and make sure materials are clean, dry, and contain no residual byproducts. Proactively remove any non-recyclable materials.

Find a list of acceptable recycling materials at <https://bit.ly/solidwastelist> and learn more about recycling contamination at www.concordnh.gov/recycling.

40. Why can't I put plastic bags in recycling?

Plastic bags and film, (like grocery shopping bags, sandwich bags, chip bags, animal food bags, and plastic wrap), are not acceptable recycling materials with the City's curbside collection. Recycling should also not be contained in bags (including "recycling" bags). Single-stream recycling programs are not capable of effectively processing plastic film and bags.

Although plastic bags can be recycled, they require a designated collection system and specific processing equipment, and therefore cannot be included in a single-stream recycling program. These materials actually can cause issues at recycling facilities. This type of plastic can get stuck in sorting equipment or easily become mis-sorted and cause contamination of other materials. The leading source of recycling contamination is plastic film. Plastic bags need to be kept out of the recycling stream and instead should be recycled at accepting local retailers.

41. What is "wish-cycling" and how does it contaminate recycling?

Aspirational recycling, also known as "wish-cycling," is the action of placing something in your recycling bin when you aren't fully sure if it is actually recyclable. You have wishful thinking and hope that something could possibly be recyclable, so you take the chance that it might be by tossing it in your bin, thinking that's the better choice. Unfortunately, most times this item is not recyclable and actually causes recycling contamination. Incorrect materials in your recycling bin can degrade the purity of materials and cause loads to become unrecyclable. This action usually does more harm than good. It's important for everyone to learn how to recycle better and keep things out of their recycling bin that don't belong. When in doubt, leave it out.

42. Why is recycling stricter than it used to be? How has the industry changed?

China used to be the world's largest importer of plastic waste until they determined that most of the plastic was too dirty to recycle and then banned the import of plastics with their National Sword Policy in 2017. This caused a ripple in the global recycling market and significant changes over the past few years have led many communities to change their recycling programs and/or manage increased costs.

Increased awareness of this issue has led many to become discouraged about recycling and believe that the industry is no longer effective. Despite the myths, recycling still works. All non-contaminated recyclables received are processed and sold to end markets to be made into new products or put to beneficial use. Single-stream recycling remains the most effective method for collecting the highest volume of recyclables since it is the most convenient option. Due to the declining value of some commodities, it is important for consumers to be educated about ways to recycle better and keep the recycling streams cleaner and more valuable.

Find a list of acceptable recycling materials at <https://bit.ly/solidwastelist> and learn more about recycling contamination at www.concordnh.gov/recycling.

43. Where does Concord's recycling go?

Concord's recycling is collected and transported to a Materials Recovery Facility (MRF) in Charlestown, MA. From there, its component parts (commodities) are sorted and shipped to remanufacturers both domestically and abroad.

Transfer Station Questions:

44. Where is the Concord Transfer Station?

77 Old Turnpike Road, Concord, NH 03301

45. What are the transfer station hours? When are they closed?

The Concord Transfer Station is open Monday through Saturday, 8:00 a.m. to 4:00 p.m. The facility is closed on Sundays and on observed trash holidays, with the possibility of modified hours around holidays as well.

View our current trash holiday schedule: <http://bit.ly/trashholidays>.

46. What materials are accepted at the transfer station?

Residential trash, recycling, furniture, appliances, construction debris, and miscellaneous acceptable materials can be disposed of at the Concord Transfer Station.

View our list of acceptable materials: <https://bit.ly/solidwastelist>.

Visit our website for more information: www.concordnh.gov/transferstation.

47. How much does it cost to dispose of materials?

Items are weighed on-site to determine rates. There is a \$10 minimum transaction fee. It is free to dispose of recyclables, trash within PAYT trash bags, donations, anti-freeze, automotive batteries, engine oil, and small car tires (4 free tires for residents with registration). Acceptable payment methods include cash or credit card (Visa, Mastercard, or Discover).

Find current rates on our website at www.concordnh.gov/transferstation.

Other Questions:

48. Where can I donate items?

Commonly donated items include clothing, furniture, books, electronics, household goods, toys, and appliances. Consider donating unwanted items to Goodwill or the [Salvation Army](#). Please make sure items are in fair condition and contact the organization to confirm acceptance before drop-off.

49. Are composting opportunities available to residents?

The City of Concord has a limited supply of composting bins available at Concord General Services' Utility Billing Office at 311 North State Street. Large 80-gallon bins are available for purchase for \$55. Residents may also use their own composting bins.

Find more information by viewing our [Composting Bin Flyer](#).

Learn how to compost by visiting <https://www.epa.gov/recycle/composting-home>.

50. How do I get rid of my yard waste?

Yard waste includes grass, grass clippings, leaves, pine needles, cones, and trimmings. In New Hampshire, yard waste is banned from being disposed of in landfills and cannot be included with regular trash. The City of Concord provides a spring and fall leaf collection program for residential properties to properly dispose of yard waste to be recovered into mulch materials. Branches, debris, grass clippings, or leaves can also be taken to Gelinas Excavation & Earth Materials Recycling Center.

Learn more at www.concordnh.gov/leafcollection.

51. How do I get rid of my Christmas tree?

The City of Concord offers curbside collection of Christmas trees for two weeks in January. Concord residents with curbside trash and recycling collection can place their Christmas trees curbside for disposal on their trash collection day. Trees must be placed at the curb with residential trash and recycling by 7:00 a.m. to not miss collection. All lights, ornaments, tinsel, and decorations must be completely removed from the tree. Wreaths and artificial trees will not be collected. Trees will be collected with a separate truck from trash and recycling, so items may be collected at different times. Trees can also be taken to the Concord Transfer Station during the month of January for free.

52. How do I recycle textiles (clothing)?

Keep textiles (clothing) out of your trash by donating pants, shirts, shoes, and coats. Clean donations can be taken to Goodwill or the Salvation Army. Textiles are not acceptable for curbside recycling. There is also a Goodwill container for clothes available at the Concord Transfer Station.

53. How do I recycle books?

Keep books out of your trash by donating them. Books are not acceptable for curbside recycling, but books in decent condition may be acceptable for donation at Goodwill, the Salvation Army, or a library. Contact Concord Public Library to see what donations they may accept and learn more at <https://www.concordnh.gov/617/Book-Sale-Little-Free-Libraries>.

54. How do I recycle electronics?

Keep electronics out of your trash by recycling televisions, computers, tablets, radios, cellphones, video games, cameras, chargers, printer cartridges, and more. These items are not acceptable for curbside recycling, but they may be acceptable for recycling at [Best Buy](#) or [Staples](#). Please contact the business to confirm acceptance before drop-off.

55. How do I dispose of batteries?

Batteries are not acceptable for curbside recycling. Regular alkaline batteries can be disposed of in household trash. Rechargeable batteries cannot be put in the trash as this poses a safety risk due to the possibility of catching fire. Batteries can be safely disposed of at the Concord Transfer Station or at a participating electronics recycling station.

56. How do I dispose of needles, sharps, or syringes?

Place used sharps in a strong, plastic container. When the container is 3/4 full, put the lid on and seal it with duct tape. Label it as "SHARPS" and "DO NOT RECYCLE." Put the container in your trash, not your recycling. NEVER throw sharps loosely into the trash.

Learn more at www.safeneedledisposal.org/states/new-hampshire.

57. How do I dispose of prescription drugs and medications?

Drop off unused, unwanted, or expired prescription drugs at any time in the permanent "Drug Take Back" Box installed in the lobby of the Concord Police Department. No questions will be asked of anyone dropping off medication. All solid dosage pharmaceutical products and liquids in consumer containers will be accepted. This includes all controlled and non-controlled drugs, over the counter medication, and liquids such as cough syrup. Items that are not accepted include intravenous solutions, injectable, syringes, aerosols, or inhalers. No illicit substances will be accepted.

Learn more at www.concordnh.gov/825/Drug-Take-Back-Program.

58. How do I dispose of paint?

Check the paint label to determine proper disposal methods. Latex-based paints can be dried out first using coffee grounds, cat litter, or old newspaper, and then disposed of in the regular trash. Oil-based paint is considered hazardous waste and should not be put in household trash, and should be properly disposed of at the City's Household Hazardous Waste Collection Day.

59. How do I dispose of light bulbs?

Light bulbs are not acceptable in curbside recycling. Incandescent, LED, and CFL light bulbs can be disposed of in household trash. Fluorescent light bulbs cannot be disposed of in regular trash because they contain a small amount of mercury. Fluorescent light bulbs should be properly disposed of at Concord's Household Hazardous Waste Collection Day or at the Concord Transfer Station.

60. How do I dispose of household hazardous waste?

Household products that are toxic, ignitable, corrosive, or reactive are hazardous waste that do not belong in your trash, down the drain, or on the ground. This includes: pesticides, adhesives, cleaners, polishes, fuels, oil-based paints, etc. Hazardous wastes can contaminate our environment and impact public health if not disposed of properly. Please dispose of these materials at the City of Concord's Annual Household Hazardous Waste Collection Day.

Find this year's event date and learn more at www.concordnh.gov/hhw.

61. Why is Household Hazardous Waste Collection Day only once a year? What if I miss it?

Unfortunately, there is only one Household Hazardous Waste Collection Day per year because funding available can only cover the cost for one event.

This event is typically held in September each year. Save the date! If you miss the event and can't wait for next year, please inquire with TRADEBE in Newington, NH at (888) 276-0887 to see if alternate arrangements can be made.

Check our list of acceptable materials at <https://bit.ly/solidwastelist> to see if items can be disposed of in curbside recycling, household trash, or at the Concord Transfer Station. Find more information about acceptable materials at the transfer station at www.concordnh.gov/transferstation.

Find this year's event date and learn more at www.concordnh.gov/hhw.



Questions / Concerns?

Contact Concord General Services

Phone: 603-228-2737

Email: generalservices@concordnh.gov

Website: www.concordnh.gov/generalservices

Address: Concord General Services, 311 North State Street, Concord, NH 03301



CITY OF CONCORD